

Training Digest

A woman with her hair in a bun, wearing a black sleeveless top, is seen from the back, gesturing with her right hand towards a group of people seated in front of her. The setting is a bright, modern room with large windows in the background. The people in the foreground are out of focus, but one woman in a blue and white striped shirt is prominent.

**The EUAA Training
& Professional
Development
Centre**

What's new?

Training Digest

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September 2023

Dear All,

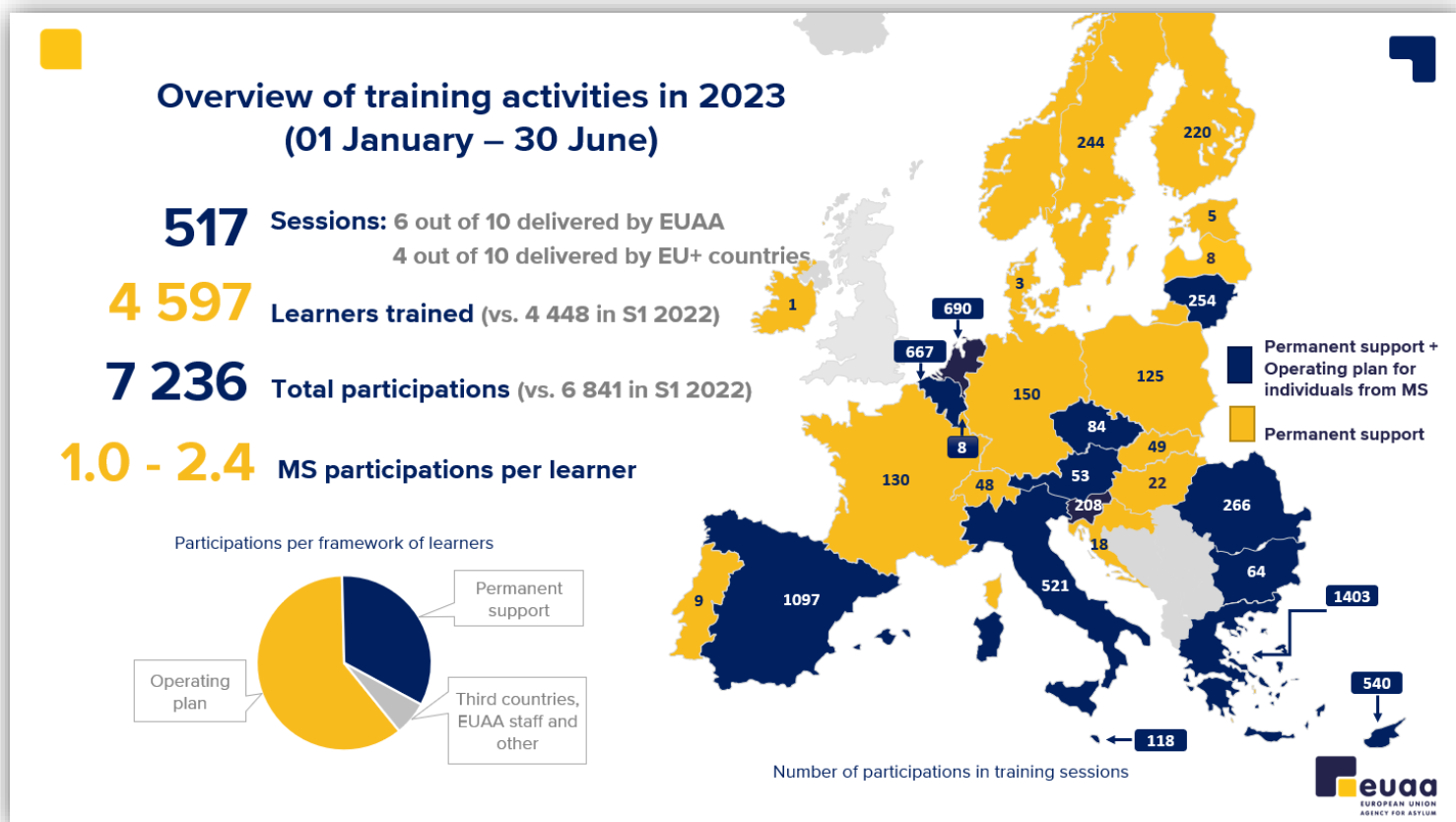
Welcome to the EUAA Training Digest where you will find the latest news and developments at the Training and Professional Development Centre.

We wish you an enjoyable read!



Training - key figures

Snapshot of the first semester 2023



Quick links to **updated** Training Plans 2023



The [EUAA Training Planner 2023](#) consists of three types of training sessions:

- ▶ Learners Curriculum
- ▶ Content Module Assessments
- ▶ Trainers Curriculum Modules, including trainers who may wish to become EUAA Certified Trainers and Assessors



The [Tailor-made Training Planner 2023](#)

- ▶ Tailor-made training sessions





The online EUAA Training Catalogue


Now includes tailor-made training

We recommend you visit the online version of the [Training catalogue](#) where you can find information about all the modules available in the European Asylum Curriculum **including tailor-made training**.

Meetings

 29th Certification and Accreditation Working Group Meeting
•12-13 September 2023
•Helsinki/Online

 Asylum and Reception TNCP Meeting
•26-27 October 2023
•Malta

 30th Certification and Accreditation Working Group Meeting
•04-05 December 2023
•Online

Recent meetings

We would like to thank the Finnish Immigration Service for hosting the 29th Certification and Accreditation Working Group meeting held on 12-13 September 2023 in Helsinki.

Participants discussed the next steps on how to ensure training quality as required for the planned EUAA Academy and the EUAA presented practical examples of using the European Sectoral Qualifications Framework for Asylum and Reception Officials throughout the training cycle, aiming at its implementation at national level.

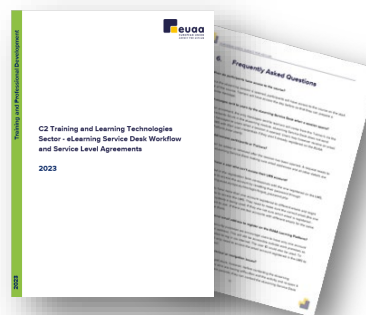


The EUAA Learning Management System – guidelines for user managers

Find out about data quality guidelines, answers to FAQs and more...

Have you checked out the [guidance document](#) available on the Training National Contact Point space of the LMS?

Here is a teaser of some of the FAQ responses use the link to read more.



I have registered learners to a course, when will the participants be given access?

Once the eLearning session is opened, participants will have access to the course on the start date of the course. Trainers will have access the day before so that they can prepare a welcome message. Please note that users will not see the upcoming session on their LMS dashboard before access is granted (as above).

How do I add/remove participants or trainers?

Participants can be added or removed after the session has been opened. A request needs to be sent to the eLearning Service Desk making sure email addresses and all other details are correct.

What do I do if I have a user who can't access their LMS account?

If the email provided in the registration form corresponds with the one registered on the LMS, the user will be able to access the account by resetting their password through this link:

https://training.euaa.europa.eu/lms/login/forgot_password.php



Please ask users to check that they only have **one account** registered to their **work** email address. Sometimes, users may have more than one account registered to different emails. This can create problems when using the wrong one to access the LMS. They need to make sure the correct email (the one registered on the LMS system) is being used. If they are not sure which email is registered - they can contact the elearning service desk team to ask. **If there are two accounts with different emails for the same user, the elearning service desk team can merge them.**



You can also check out the **data quality guidelines** which kindly request user managers (TNCPs) to submit data on registration forms according to the following checklist:

- I have provided the correct work email addresses of participants and trainers
- I have put the user's name and surname in the correct columns on the registration form
- I have used capital letters at the start of a user's name or surname.
- I have made sure there are no spaces before or after email addresses
- I have made sure there are no special characters in email addresses as they are not accepted in the LMS or on certificates
- I have made sure that all relevant fields on the registration form are filled out
- I have sent an editable version of the registration form making sure that the formatting of the file is kept the same
- I have used the comments box to reflect any issues which are important to the opening of the session

Please be aware that one session per registration form is opened – if you send multiple forms, it will be assumed that they are different sessions unless you state otherwise

For National training sessions, please make sure you contact elarning@euaa.europa.eu instead of training@euaa.europa.eu

When the registration form is received and logged, your ticket request will be closed. This does not mean the session has been opened. The session is usually opened the day before the requested online start date on the registration form (see FAQs above).



Important -To enable us to manage our workload effectively there is a management approved Service Level Agreement in place which states that **we must receive registration forms 5 days prior to the course start date for national training sessions.** This helps us to control and monitor our workload in an effective way which aligns with our available resources and ensures the sessions open on time with the expected quality.



What's new in the European Asylum Curriculum?

Training on psychosocial support and guidance in reception



In response to the training needs emerging in the context of reception, we are developing a training module on psychosocial support and guidance, ready for use in 2024.

This module aims to introduce learners to the most common psychosocial issues associated with asylum applicants in reception facilities, including key stressors.

The module enables the learners to develop basic psychosocial support interventions in the context of reception. The module also aims to support learners to identify good practice for applicants' adaptation in the local context within the host community.

The module will be delivered using a blended-learning approach. The first part of the module will be asynchronous and will be followed by the synchronous part of learning (face-to-face or through a webinar) that offers the opportunities for consolidation and practice of what was learned during online part. The online asynchronous part is organised into five sub-modules:

- Sub-module 1: Life in a new country
- Sub-module 2: Psychosocial support; definition, principles and method
- Sub-module 3: Basic services and security
- Sub-module 4: Community and family support
- Sub-module 5: The host community

The structure of the submodules provides a logical learning sequence for the learners. The learners will acquire the key knowledge on the psychosocial support. Then, they will apply acquired knowledge developing basic psychosocial support interventions in the reception context. The learners will use the intervention pyramid for mental health and psychosocial support in emergencies, especially the two lower levels of the intervention pyramid. Finally, the learners will learn how to involve communities, inside and outside of the reception facilities, including the host community, to facilitate applicant's adaptation to their social environment.



The module is developed in cooperation with MS experts (EL, MT) and it was reviewed by the EUAA Reference Group (ECRE, UNHCR) and members of the EUAA Consultative Forum (Slovak Humanitarian Council, Arca di Noè Società Cooperativa Sociale, Organisation Intersex International Europe, and SOS Children's Villages International).

Further updates on this new EUAA module will be communicated in due course.

Launch of the module 'Conflict management and mediation in reception'

A new training module 'Conflict management and mediation in reception' has been launched. The module aims to equip learners with knowledge and skills on how to handle conflicts in reception centres. Conflicts between residents internally as well as conflicts between residents and reception officers are covered in this module.

Through practical exercises and learning activities the participants learn the basics of conflict management and how to recognise and address signs of tension. The training enables learners to explore different techniques of de-escalation and resolution of conflicts as well as preventive measures which can be applied in reception context. The target group of the training are reception officers who has at least 6-month work experience.

The online part of the training takes 15 hours of studies and was launched on the 10th of May. A one-and-a-half-day Face-to-Face session complements the online part. 20 reception practitioners from Belgium, Cyprus, Malta, Romania as well as colleagues from EUAA took part in the training.

The Training and Professional Development Centre has gathered interest on this specific topic also from asylum authorities and will explore the possibility to develop a training tailored to them.



Pilot of new training - Monitoring and Evaluation of Resettlement and Humanitarian Admission programmes.

On the 4 May 2023, the EUAA piloted a new tailor-made training focusing on the main components of a comprehensive monitoring and evaluation (M&E) framework for resettlement and humanitarian admission programmes.

This first training of the agency which focuses on M&E of resettlement and humanitarian admission programmes was coordinated by the Training and Professional Development Centre and developed internally as a joint effort of three Centres: C1 (experts in Resettlement and Humanitarian admissions) C2 (experts in training design and development) and C4 (experts in monitoring and evaluation).

It was piloted in Istanbul in the EUAA's Resettlement Support Facility for the working group on Monitoring and Evaluation, as part of the Resettlement and Humanitarian Admission Network coordinated by the EUAA.

The training was well-attended with participants from Belgium, Germany, Italy, Netherlands, Norway, Romania, Slovenia, Sweden, UNHCR, IOM and MPI Europe.

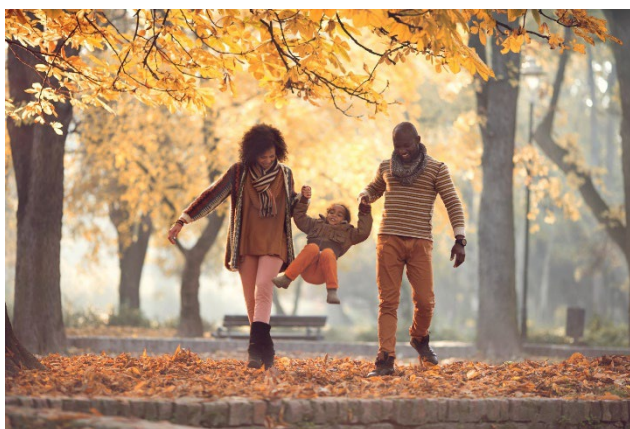
This 4-hour webinar provided learners with basic knowledge of the necessary components for a monitoring and evaluation framework including: ex ante evaluations as a tool to support programme design, the importance of monitoring processes and results, the advantages and steps of ex post evaluation, as well as some examples of tools to use in this area. It is aimed for resettlement officers and officials of EU+ countries involved in the coordination of resettlement and humanitarian admission programmes.

Following the training, EUAA collected feedback from the participating Member States. The comments will be consolidated to finalise the webinar for its launch in September 2023.



Resettlement modules – a targeted approach

The process of restructuring EUAA's 'Resettlement' module is underway. Based on feedback from Member States, the current module will be replaced by five different training modules on resettlement, covering the different phases of the resettlement process so that relevant officials can specifically follow training on their main resettlement-related task.



The five modules detailed below are targeted at resettlement and humanitarian admission program officials.

- ▶ **Introduction to resettlement and humanitarian admission**
- ▶ **Introduction to complementary pathways**

The two introductory modules will be online modules and aim to provide learners with the knowledge and skills related to the process they cover, their main phases, the stakeholders involved as well as challenges and applicable good practices.

- ▶ **Selection phase in the context of resettlement and humanitarian admission,**
- ▶ **Pre-departure phase in the context of resettlement and humanitarian admission,**
- ▶ **Post-arrival phase in the context of resettlement and humanitarian admission**

The three modules dealing with the specific phases of the resettlement process will be blended learning, having both an online and a face-to-face component. These modules aim to provide learners with the skills and knowledge on how to prepare, coordinate and implement activities relevant to the respective phase they cover.

All the modules, with the exception of the post-arrival phase module (which development will commence at a later date) are presently at the drafting stage. The experts' teams working on the modules' development are composed of Member States experts, external and internal experts of EUAA as well as

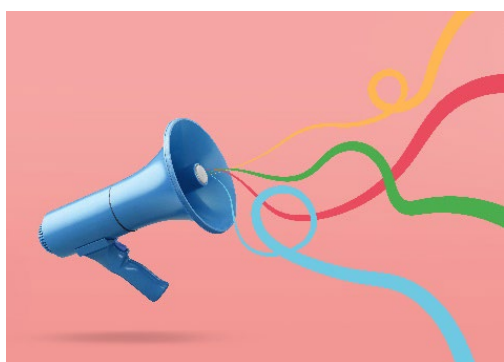


international organisations with vast experience and expertise in this area such as UNHCR and ICMC.

The Introduction to complementary pathways module is planned to be launched at the end of 2024 whilst the others will be mainly rolled out in 2025.

Communication and Information Provision

Launch of series of thematic tailor-made training webinars



The EUAA has recently developed a series of 5 thematic tailor-made training webinars on information provision and communication with asylum seekers as part of the “Let’s speak asylum: methodology and tools to support the provision of information in the context of asylum and reception” project [Isa.euaa.europa.eu/](https://isa.euaa.europa.eu/) These training products are mainly designed for reception and communication officers.

The five webinars are being gradually rolled-out this year

Three webinars have already been launched in this communication series, with very active participation among the attendees:

- ▶ Information and Communication Needs Assessment (5 May 2023) – see below
- ▶ Rumours management (13 June 2023)
- ▶ Communication through digital channels (4 July 2023)

Two more will be launched soon:

- ▶ Communication in emergencies (21 September 2023)
- ▶ Designing a communication and information provision strategy (23 November 2023).

Information and Communication Needs Assessment webinar

The first webinar of the series -Information and communication needs assessment was launched on the 5 May 2023. More than 30 participants attended the webinar from different Member States including Belgium, Cyprus, Greece and Poland. Prior to this, the



webinar was piloted internally for EUAA staff deployed as information providers and field coordinators in various operations such as Belgium, Cyprus, Czech Republic, Greece, Italy, Spain, Malta, Romania and Slovenia as well as for staff working in the EUAA Headquarters on quality issues and in operations.

The engaging and participatory training enabled learners to explore the causes of information gaps of applicants for international protection including external barriers or factors. It equipped learners with knowledge on how to look into sources of information and information needs of applicants for international protection. During the three-hour session, learners also became familiar with information and communication habits of applicants for international protection, so to be able to describe methodologies and techniques to gather relevant elements to structure an information needs assessment of applicants for international protection.

Communication in Emergencies

The fourth training in the series, Communication in emergencies will be launched on 21 September 2023.

This engaging training will enable learners to understand challenges in communication in emergencies that hinder the flow of information in a rapidly changing environment. It will also support learners to identify risk communication principles in emergency situations so they may apply them in their work. Finally, the learners will become familiar with tools and techniques that will ultimately aid in the design and implementation of a communication strategy in emergencies.

The approximate five hours webinar is designed in an interactive approach, including good practices as well as several learning activities, quizzes and practical scenarios that support participants in better understanding the knowledge and information shared and applying it throughout the training, but even in their work during emergency situations.

The last webinar in this series, ‘Designing a communication and information provision strategy’ will be launched in November 2023.



Country of Origin Information module - restructuring in progress....

Based on the new Training and Learning Strategy, the EUAA is restructuring the current module on Country of Origin Information by creating two separate modules. These two online modules will be based on the existing content in the current module on Country of Origin Information.



► Introduction to Country of Origin Information

The aim of the Introduction to Country of Origin Information module is to provide learners with the knowledge on what is COI and why is needed in the context of international protection, including its limitations. It also explores the categories of COI questions and explains how to formulate appropriate COI questions. Furthermore, the module examines COI sources, providing their

definition and presenting the most frequently used, focusing on the principals and methods for their assessment.

► Country of Origin Information Advanced

The Country of Origin Information Advanced module provides knowledge on COI research principles and strategy, including online research. It also focuses on examining special contexts of research like oral sources, vulnerable groups, Article 15c of the QD in the context of subsidiary protection and exclusion. In addition, the module provides knowledge on how to draft and present COI products, including drafting queries and reports, referencing, disclaimers, and internal documentation and per reviewing COI products.

In the context of both modules' development, the EUAA has involved Member States experts to support the procedure, by drafting and peer reviewing the content, contributing to developing and reviewing the learning activities and the formative assessment, contributing to the development of the bank of assessments and the Trainer Manual.



Meet the team

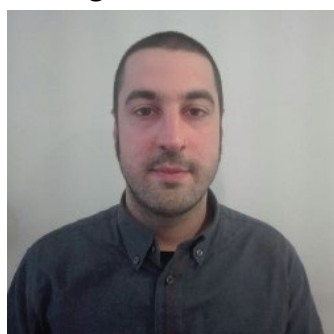
Manuel Lorente – Head of Training Learning and Technologies Sector

Before joining the EUAA, Manuel worked for Doctors without Borders and the Instituto Cervantes. In both organisations he played different roles as Head of eLearning Services and a project manager for different eLearning international projects.

He has a background in education and educational technology, including the design and development of learning materials in different knowledge areas (Medical, Logistics, Legal, HR, etc.), design and development of digital learning environments, and design, implementation and management of different eLearning Services. Manuel has a BA in Education, a MA in Education, a MA in Teacher Training focused on digital learning environments and a postgraduate in Innovation and Knowledge Management.



Ioannis Kontostergios – Administrative Assistant in the Training and Learning Management Unit



Ioannis holds a Bachelor's degree in Marketing and is currently pursuing a Master's degree in International Public Administration at the University of Macedonia. Before joining the EUAA, Ioannis has worked for 5 years with UNHCR where he gained experience in logistics and programme management.

Dimitra Giannaki – Administrative Assistant in the Training Planning and Programming Sector

Dimitra joined EUAA and the Training & Professional Development Centre as an Administrative Assistant (under TPPS) in August 2023. Before joining the EUAA, Dimitra worked as an Assistant for 2 Greek MEPs (LIBE Committee) in the European Parliament in Brussels and as a member of the Screening Dpt. in the Greek Council for Refugees in Greece. She has also worked for other European and International Organisations. Personal initiatives: Dimitra is the Founder of The Democracy Game – A digital app that won the 2nd prize in the EU Datathon Competition 2021 - Challenge III: A Europe fit for the Digital Age. She holds a BA in Political Sciences & Public Administration and an MSc in Political & Sociology.





TRAINERS' CORNER

EUAA Trainers' Conference 2023 in pictures

The EUAA conference for trainers “Building the learning future together” took place in Greece hosted by the Ministry of Migration and Asylum, in Athens, on 15-16 June 2023.



The event successfully combined input on new learning trends and innovation from international educational experts and the active participation from Member States from all around Europe. The event has been organised under the umbrella of the “European Year of Skills 2023”.

The conference included open discussions on new and flexible learning solutions with self-reflection, group exercises and panel discussions focused on the role of trainers and the future of learning.



Double click on the image below to view the photo slideshow



Watch the video – If you were unable to attend the conference, you can listen to the guest speakers answer questions about the future of learning.

Please note that shorter videos will soon be made available to share with your trainers and learners.



Contact list:



For general enquiries about EUAA training - training@euaa.europa.eu



Dedicated mailbox for Training National Contact Points - training-ncp@euaa.europa.eu



For any questions regarding online learning - elearning@euaa.europa.eu



Dedicated mailbox for members of the Certification and Accreditation Working Group - certification@euaa.europa.eu



For requests and enquiries about translations - training.translations@euaa.europa.eu

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